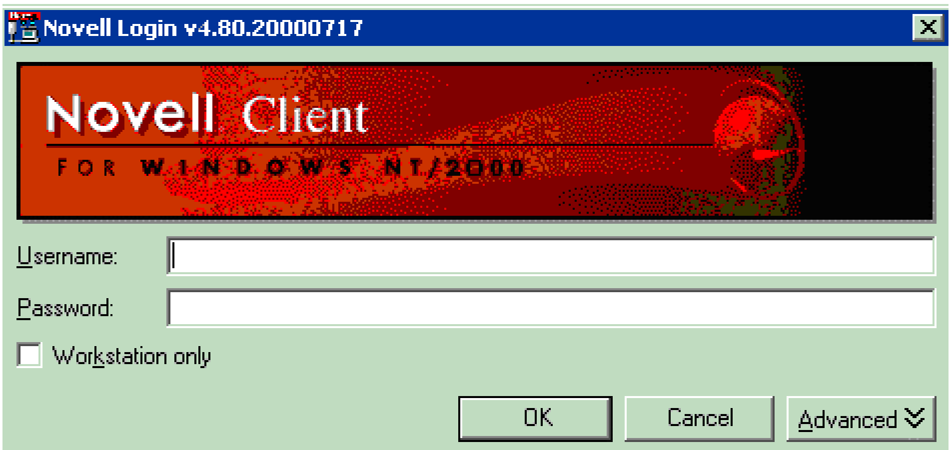
CONREP – CON Read User

Using the CONREP Data System

Table of Contents

Logging into Novell

The Novell Security System offers network capability while providing accelerated network security. The Novell Login both allows appropriate users access to the CONREP data system and protects confidential CONREP patient information.

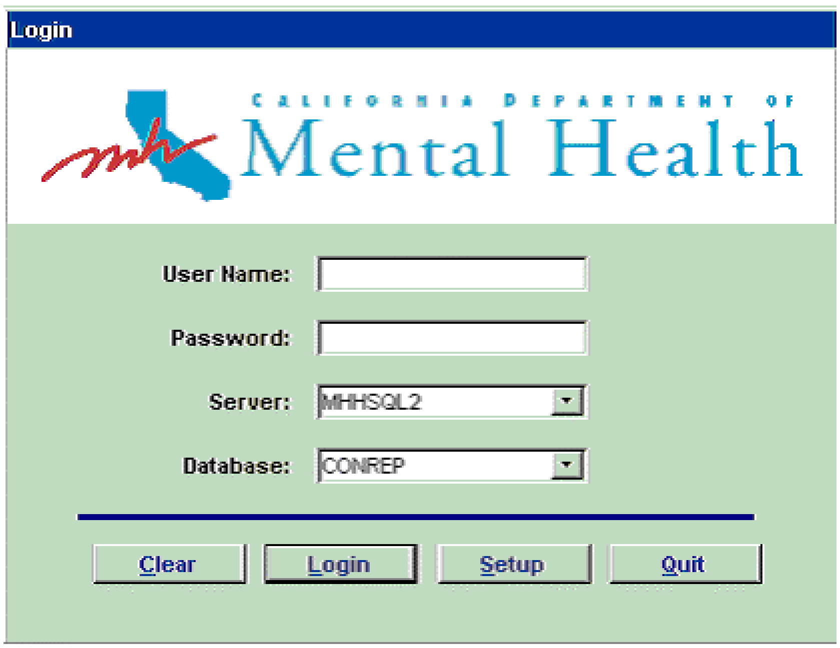


<table>
<tr><th>Step</th><th>Instruction</th><th>System Response</th></tr>
<tr><td>1</td><td>Enter designated user’s name in the Username field.</td><td></td></tr>
<tr><td>2</td><td>Enter the appropriate Novell password in the Password field.</td><td></td></tr>
<tr><td>3</td><td>Click on the Workstation only check box.</td><td></td></tr>
<tr><td>4</td><td>Click on the OK button.

Note: Should the system deny access follow system instructions in the pop up boxes to clear up login issue.</td><td>The Novell system will verify that the user has network clearance.
<table><tr><th>If you …</th><th>Then…</th></tr><tr><td>Have clearance</td><td>The system will open the CONREP Data System</td></tr><tr><td>Do not have clearance</td><td>Novel will not allow that user to login.</td></tr></table></td></tr>
</table>

Logging into the CONREP Data System

The CONREP login screen allows eligible users to access the CONREP data system. Since users have various levels of security rights, this login screen insures that each user logging in has the appropriate security clearance.



Step	Instruction	System Response
1	Enter designated user’s name in the **User Name** field.	
2	Enter the appropriate System password in the **Password** field.	
3	Select the server in the **Server** drop-down. **Note:** In most instances this field will not be changed as system is set to default to the most current Server/Database.	
4	Select CONREP in the **Database** drop-down. **Note:** In most instances this field will not be changed as system is set to default to the most current Server/Database.	

<table>
<tr><td>5</td><td>Click on the Login button or press Enter.

Note: Should the system deny access follow system instructions in the pop up boxes to clear up login issue.</td><td>The CONREP system will verify that the user has system clearance.

<table><tr><th>If you …</th><th>Then…</th></tr><tr><td>Have clearance</td><td>The system will open the CONREP patient screen.</td></tr><tr><td>Do not have clearance</td><td>The CONREP System will not allow that user to login.</td></tr></table></td></tr>
<tr><td>6</td><td>Click on the Clear button.</td><td>This will clear The User Name and Password fields.</td></tr>
</table>

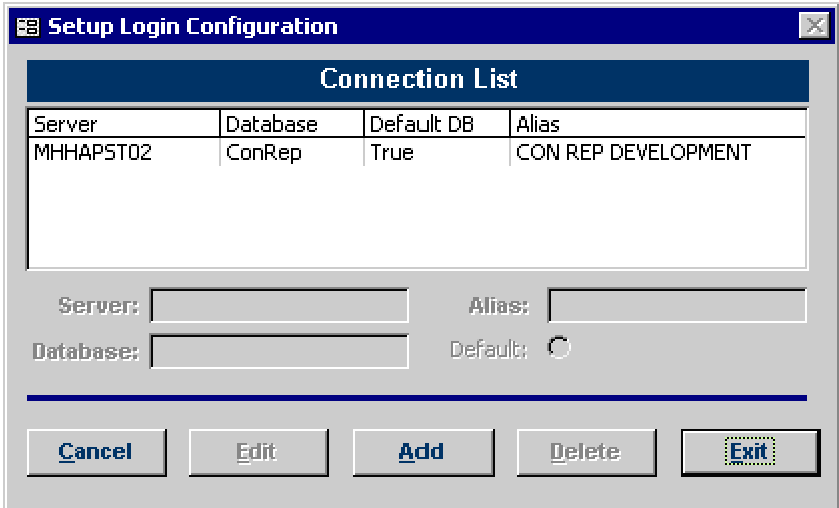
Change Password

The CONREP Data System will allow the user to change their password. Passwords must be changed immediately if compromised. Additionally, as a security precaution, passwords should be changed on average once per month to prevent unauthorized individuals from gaining access to sensitive data. Passwords must be at least 8 characters and one character must be a number.

Step	Instruction	System Response
1	Login to system using the, "**Logging into the CONREP System,"** instructions.	
2	Click on the **Change Password** button.	The system will open the Change Password pop up screen.
3	Enter new password in the field **New Password**.	
4	Retype password in the field **Verify New Password**.	
5	Hit the **Tab** key.	The System will enable the Change button.
6	Click on the **Change Password** button.	The system will update the login password to reflect the newly entered password.
7	Click on the **Clear** button.	The system will clear the two password fields.

Set Up New Server Connection

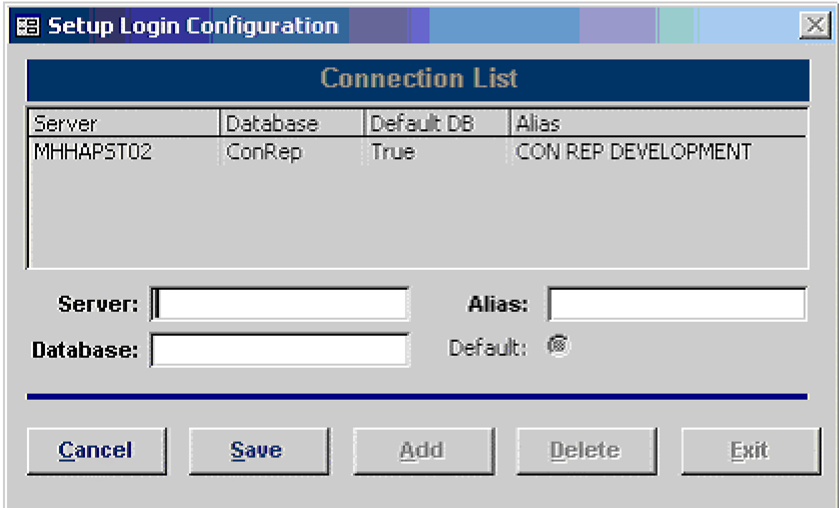
The CONREP Data System will allow the user to make new connections to servers or switch from one server connection to another. A change in server connection would occur **only** if DMH switched to an alternate server or added a new server. Users are cautioned not to change server connections unless and until DMH notifies of such change.



Step	Instruction	System Response
1	Click on a server name from the **List Box**.	The system will select the chosen server.
2	Click on the **Exit** button.	The system will bring user back to the login screen.

Add a New Server Connection

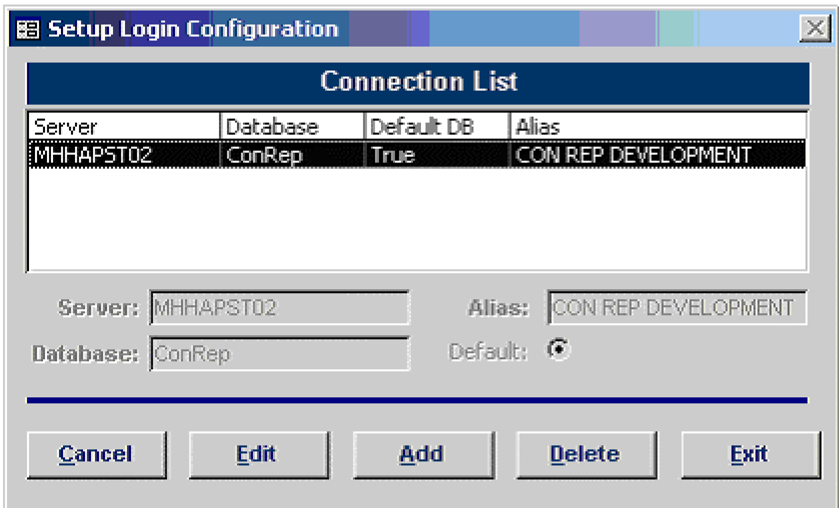
The CONREP Data System will allow the user to add a server connection to the system connection list. Users are cautioned not to add new server connections unless and until DMH notifies of such change.

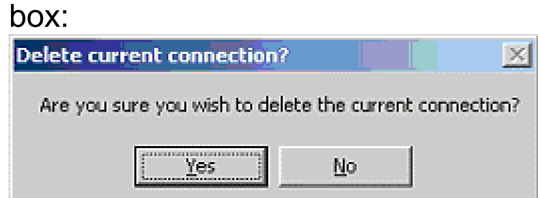


Step	Instruction	System Response
1	Click on **Setup** in the Login Screen.	The system will display the Setup Login Configuration Screen.
2	Click on the **Add** button.	The system will disable the Connection list and enable the Server, Database, Alias and Default fields.
3	Enter the new server name in the **Server** field.	
4	Enter the database name in the **Database** field.	
5	Enter the database alias in the **Alias** field.	
6	Select the **Default** radio button.	
7	Click on the **Save** button. **Note:** When the default radio button is selected, the server/database conditions that were saved are now defaulted in the login screen.	The system will update and save all new conditions entered by the user.

Delete a Server Connection

The CONREP Data System will allow the user to delete obsolete or unused servers from the system connection list. Users are cautioned not to delete server connections unless and until DMH notifies of such change.



Step	Instruction	System Response
1	Click on **Setup** in the Login Screen.	The system will display the Setup Login Configuration Screen.
2	Select the server to be deleted from the List box.	The system will enable the delete button.
3	Click the **Delete** button.	The system will enable a warning message box:  **Note:** If a connection is deleted the user must recreate that connection by following instructions in the Add New Server Connection Section.
4	Click the **Yes** button.	The system will delete the server connection.

Logging off the CONREP Data System

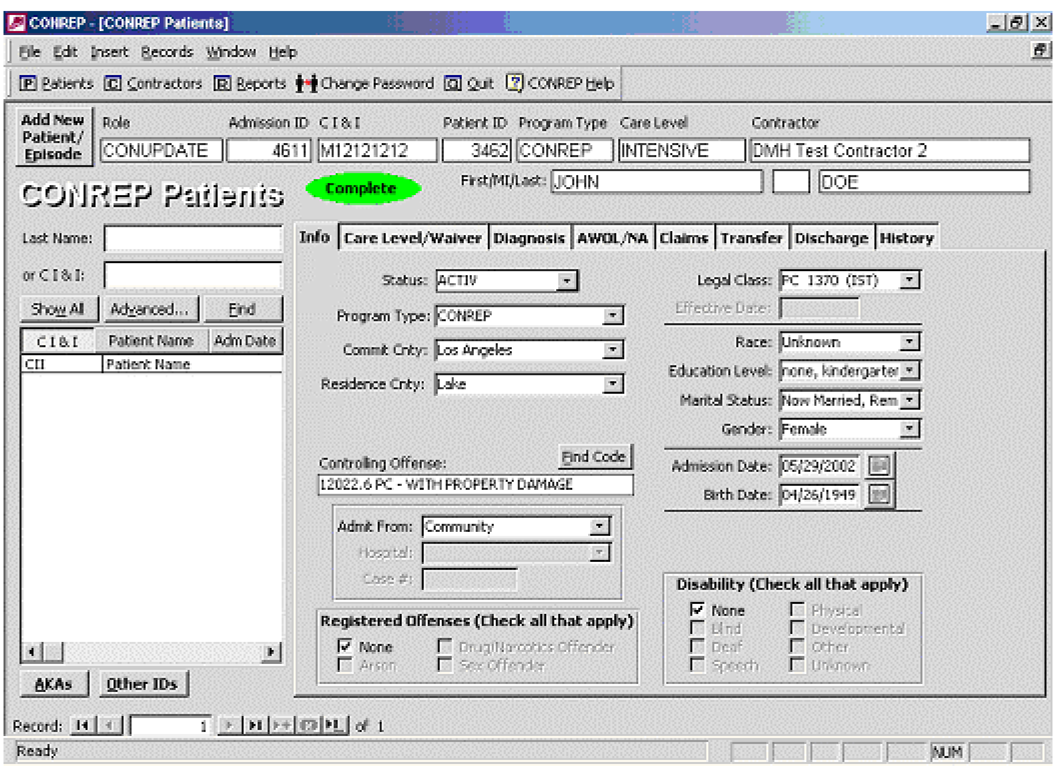
Users must always click on the **Quit** Button on the menu bar to log off the CONREP data System. The Quit function allows the user to log off the database as well as the network server and allows the database to effectively shut itself down.

Clicking the “**X**” on the right hand corner of the data system screen will log the user off the database but not the network server, which will result in unnecessary server traffic.

Patient Information/Episode Information

The purpose of the Patient Screen is to track movement of CONREP patients to allow for monitoring of core service compliance and to meet Department of Justice patient status reporting requirements. CONREP Providers are required to submit patient admission, discharge, or change in patient status (i.e., AWOL, NA, Transfer) information within three business days of such occurrence.

To make a patient record complete/active the demographic fields must be completed in the Info and Care Level screens. When a record is complete, the Record Indicator will display a green indicator stating “Complete”.

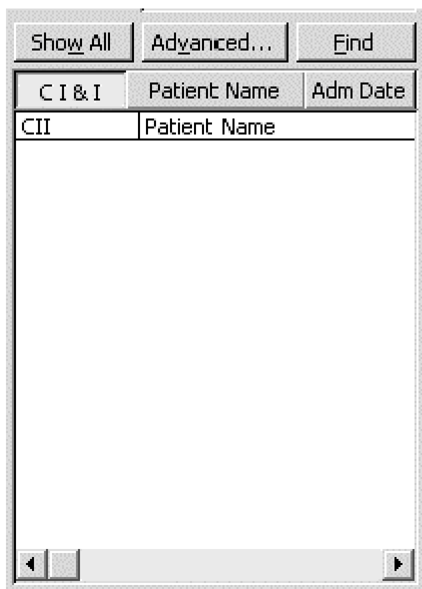


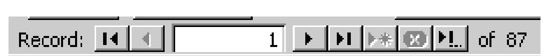
Search/View Patient Records

The CONREP Data System provides the user with a variety of ways to search for and view patient records specific to their program. The Data System search engine allows the user to both search for individual patient records as well as search for patient records that fit specified criteria.

Basic Search

A basic search allows the user to search for patient information either by patient's last name or CI&I number. A user may only search for patients enrolled in their program.

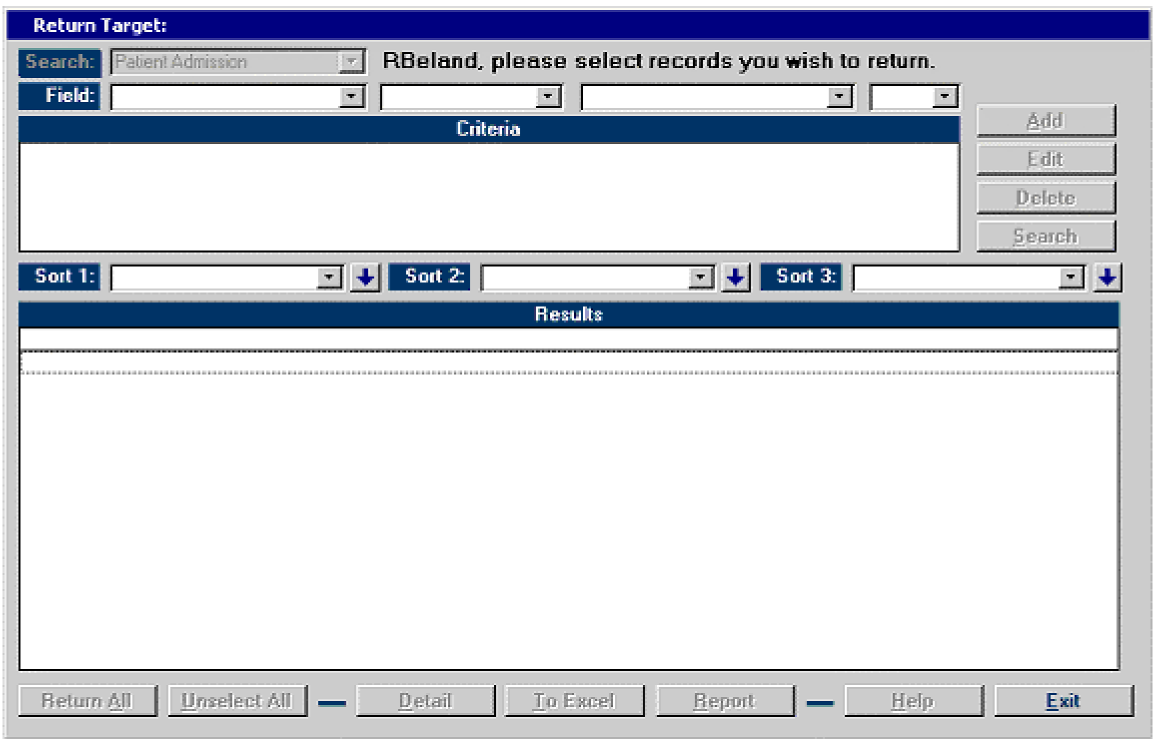


Step	Instruction	System Response
1	Enter either the patient's last name or CI&I number. **Note:** A partial last name or CI&I number may be entered when performing a search.	
2	Click on the **Find** button. **Note:** Scroll to the right on the patient return screen to see further information on a specific patient record.	The System will locate all patient names that match the typed criteria. If there are no matches to the criteria the following message box will pop up: 
3	Click on column header. 	The System will sort by the header categories in ascending order. **Note:** System will sort by only one category at a time.
4	Select patient record.	The system will display patient information. **Note:** System filter will allow the selected patient record to be viewed.
5	Click **Show All**.	The system will clear search filter and Records Navigator will allow access to all patient records. 

Advanced Search

The Advanced Search provides for flexibility in searching patient records. The criteria values vary and are specific to the screen from which the search is performed. For example search criteria such as care level, and admission date are available when performing an advanced search from the Info tab.

Additionally, the Advanced Search provides a number of parameters to assist users in tailoring a search, such as “contains item”, “doesn’t contain item” and “starts with”. Both criteria selection and parameters assist in locating records which match user specifications. A user may only search for patients enrolled in their program.



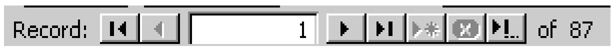
Step	Instruction	System Response
1	Select criteria from the **Field** drop-down. **Note:** Criteria selection is dependent upon screen from which search is performed.	
2	Tab to the next drop-down	
3	Tab to the next field.	

<table>
<tr><td>4</td><td>Enter a value.</td><td></td></tr>
<tr><td>5</td><td>Tab to the next drop-down.</td><td></td></tr>
<tr><td>6</td><td>Make a selection from the drop-down.
<table><tr><th>If you select…</th><th>Then…</th></tr><tr><td>And</td><td>The system assumes you may have more than one criteria that will be added to the criteria list box.</td></tr><tr><td>Or</td><td>The system assumes you may have one or another criteria that will be added to the criteria list box.</td></tr></table></td><td></td></tr>
<tr><td>7</td><td>Click on the Add button.</td><td>The system will add the criteria to the criteria list.</td></tr>
<tr><td>8</td><td><table><tr><th>If …</th><th>Then…</th></tr><tr><td>That is the only criteria</td><td>Go to step 9</td></tr><tr><td>There are more criteria</td><td>Go to step 1</td></tr></table></td><td></td></tr>
<tr><td>9</td><td>Click on the Search button.</td><td>The system will search records to find all matches with the specified criteria.</td></tr>
</table>

<table>
<tr><td>10</td><td><table><tr><th>If …</th><th>Then…</th></tr><tr><td>The system reports no records were found with the criteria.</td><td>Go to step 12</td></tr><tr><td>If the system reports record(s) in the return screen.</td><td>Go to step 15</td></tr></table></td><td>The system will sort in ascending order by the parameter selected.</td></tr>
<tr><td>11</td><td>Click on a criteria.<table><tr><th>Click on the…</th><th>Then…</th></tr><tr><td>Edit button if the criteria needs to be edited</td><td>Go to step 13.</td></tr><tr><td>Delete button if the criteria needs to be deleted</td><td>Go to step 1.</td></tr></table></td><td></td></tr>
<tr><td>12</td><td>Enter the correct data in the search criteria fields by following steps 1-10.</td><td></td></tr>
<tr><td>13</td><td>Select a parameter from the Sort drop-downs.</td><td>The system will sort in ascending order by the parameter selected.</td></tr>
<tr><td>14</td><td>Select pertinent records.</td><td>The records will be highlighted blue.</td></tr>
<tr><td>15</td><td><table><tr><th>If you …</th><th>Then…</th></tr><tr><td>Click on Details button</td><td>The system will filter those records to the patient screen where user can view details of those selected records.</td></tr><tr><td>Click on Excel button</td><td>The system will open and filter those selected records to an Excel document.</td></tr></table></td><td></td></tr>
</table>

Scroll for Records

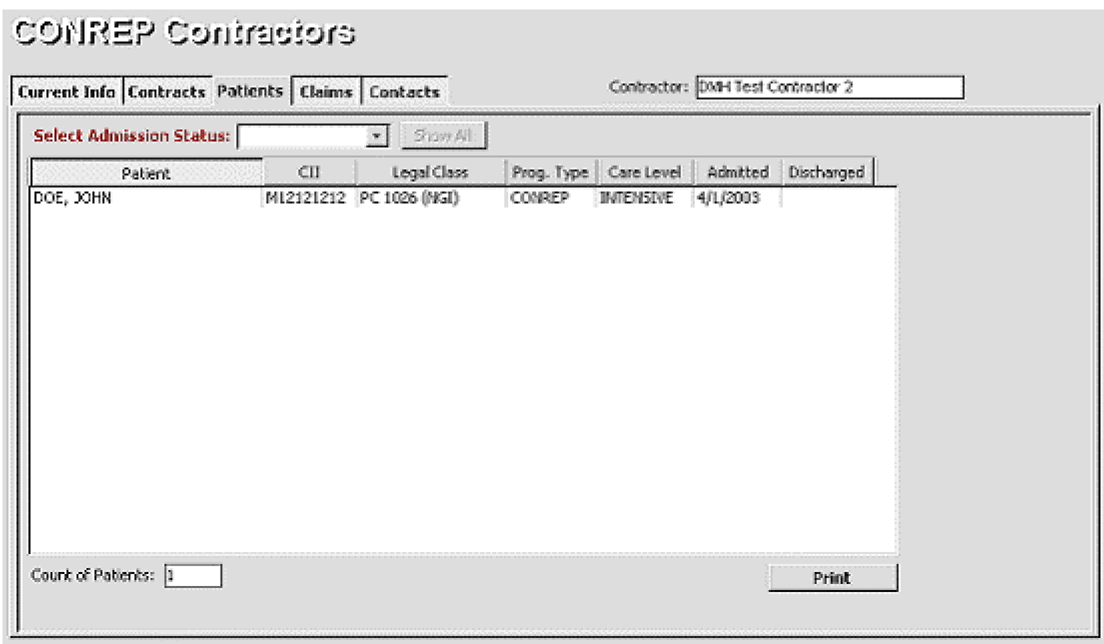
The record navigator allows the user to manually scroll through the individual records of patients enrolled in their program.

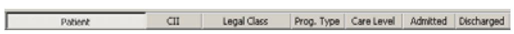


Step	Instruction	System Response
1	Click  navigation button	The system moves forward one patient record at a time.
2	Click  navigation button	The system moves to the last patient record.
3	Click  navigation button	The system moves back one patient record at a time.
4	Click  navigation button	The system moves to the first record.

View/Print Patient List

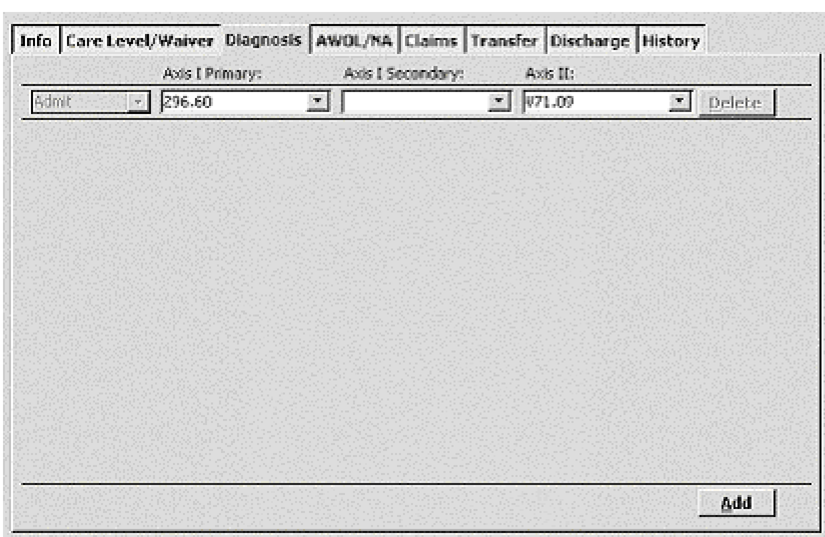
The system allows the user to view and/or print patient lists while in the Patients tab of the Contractors screen. The Patients tab defaults to a list of the CONREP Provider's historical patients and also allows the user to search for patients based on their admission status. Users may only view and/or print patient lists for patients enrolled in their program.



Step	Instruction	System Response
1	Click on the **Contractor** button.	The system will display the Contractor screen.
2	Select the **Patients** tab.	The system will display all patient names specific to program.
3	Click on **Select Admission Status** drop down.	The system allows user to select criteria for a patient search.
4	Click on column header.  	The system will sort by the header categories in ascending order. **Note:** System will sort by only one category at a time.
5	Click on the **Print** button.	The system will print a report of all patients displayed on the screen.
6	Click on the **Show All** button.	The system will clear the search filter.

Diagnosis

A diagnosis is a label applied to a patient by a physician or mental health professional after confirming the presence of those symptoms and/or behaviors that define the psychiatric disorder. Every CONREP patient will have, at minimum, an Axis I Primary diagnosis, which must be reflected in the Diagnosis tab of the Patients screen.



View Diagnosis

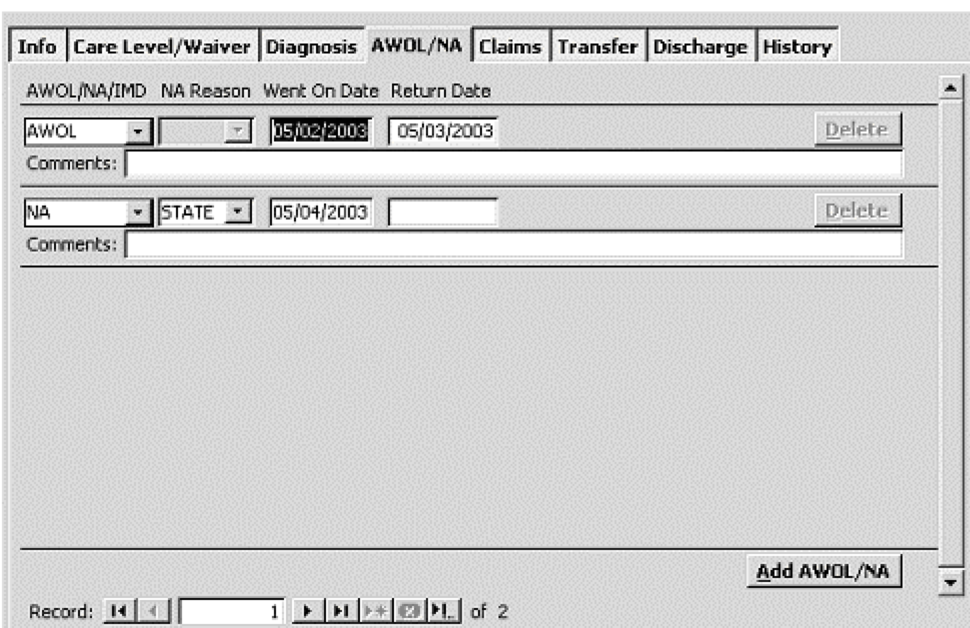
The system allows the user to view current diagnosis information by first locating the patient record to be viewed and then clicking on the Diagnosis tab for the selected patient. Users may only view Diagnosis information for patients enrolled in their program.

AWOL/NA (Movement)

Whenever a patient is determined to be AWOL (absent without leave) or becomes NA (not available), CONREP Providers are required to submit this status change within three business days of such occurrence. (A patient is defined as AWOL when he/she is not receiving treatment or supervision as ordered by the court. A patient is NA when incarcerated or hospitalized for medical or psychiatric reasons.)

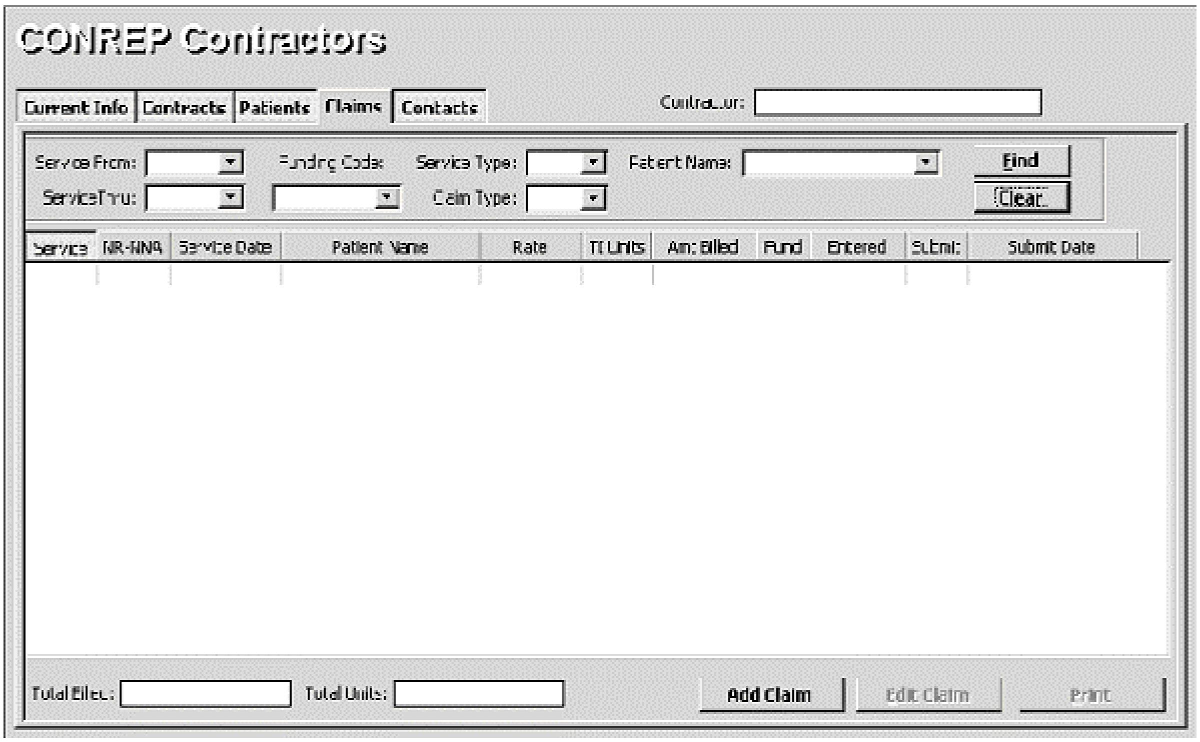
Viewing an AWOL/NA Status Record

The system allows the user to view AWOL and NA information by first locating the patient record to be viewed and then clicking on the AWOL/NA tab for the selected patient. Users may only view AWOL/NA information for patients enrolled in their program.



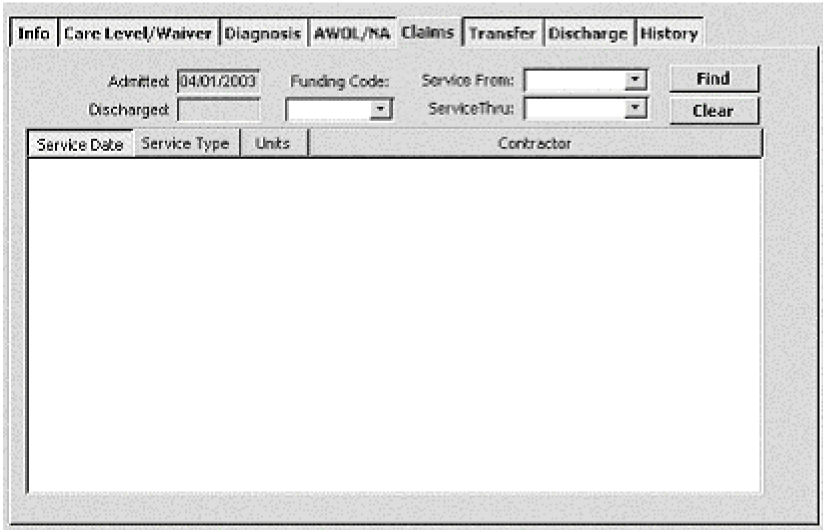
Claims

The function of the Claim screen is to allow providers to submit Negotiated Net Amount (NNA)/Core Service and Negotiated Rate (NR) claim data for contract monitoring and payment purposes. CONREP Providers are to report all services provided to patients, including those services not funded under contract.



View/Search Patient Specific Claims

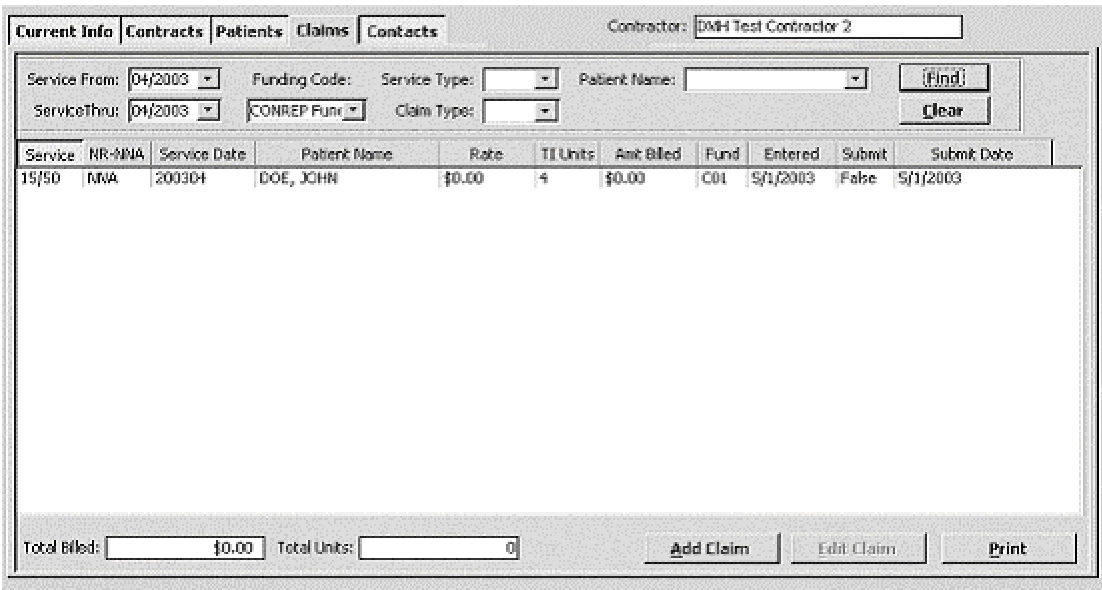
The system allows the user to search and view all claims for a specific patient by accessing the Claims tab in the Patient screen. To view claims for multiple patients, see View/Search Contract Specific Claims. Users may only search and view claims information for patients enrolled in their program.



Step	Instruction	System Response
1	Select **patient name**. **Note:** See Search/View Patient Record for further information on Patient Search.	Patient record will display.
2	Select the **Claims** tab.	The Claims screen will appear with all related patient claims displayed.
3	Select desired criteria: **Funding Code** **Service From** **Service Through**	
4	Click on the **Find** button.	The system will display all claim records with specified criteria.
5	Click on column header. 	The system will sort by the header categories in ascending order. **Note:** System will sort by only one category at a time.
6	Click on the **Clear** button.	The system will reset and display all claims for the patient and clear all search criteria.

View/Search Contract Specific Claims

The system allows the user to search and view all claims for either a specific patient or multiple patients by accessing the Claims tab in the Contract screen. Additionally, the user can tailor their search by Service or Claim Type if desired. Users may only search and view claims information for patients enrolled in their program.



Step	Instruction	System Response
1	Select the desired search criteria. **Note:** The user can select more than one criteria.	
2	Click on the **Find** button.	The system will display all claim records with specified criteria.
3	Click on column header. 	The system will sort by the header categories in ascending order. **Note:** System will sort by only one category at a time.
4	Click on the **Clear** button.	The system will clear all claims information as well as search criteria.

Transferring a Patient

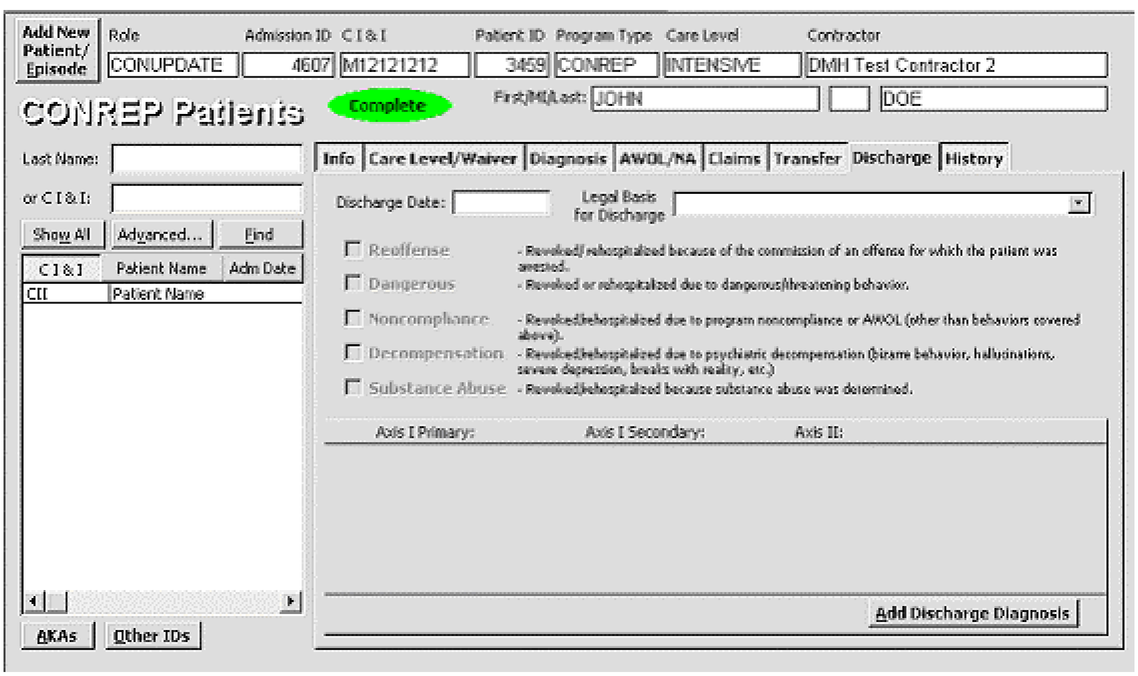
CONREP Providers are required to submit patient transfer information within three business days of such occurrence. A patient transfer will occur when one CONREP Provider assumes supervision and treatment responsibility for another CONREP Providers' patient. The CONREP Provider transferring the patient is responsible for submitting transfer information in the CONREP Data System.

Viewing a Patient Transfer

The system allows the user to view Transfer information by first locating the patient record to be viewed and then clicking on the Transfer tab for the selected patient. Users may only view Transfer information for patients enrolled in their program.

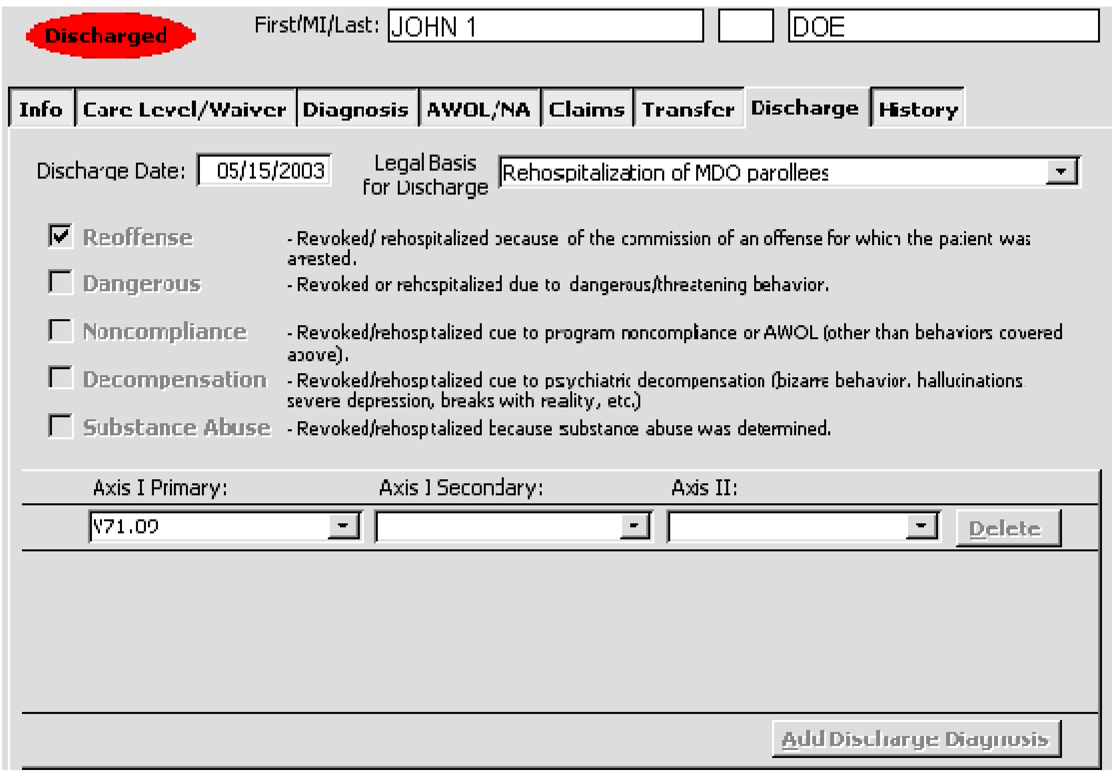
Discharge

Whenever a patient is discharged from a CONREP Program, CONREP Providers are required to submit this status change within three business days of such occurrence.



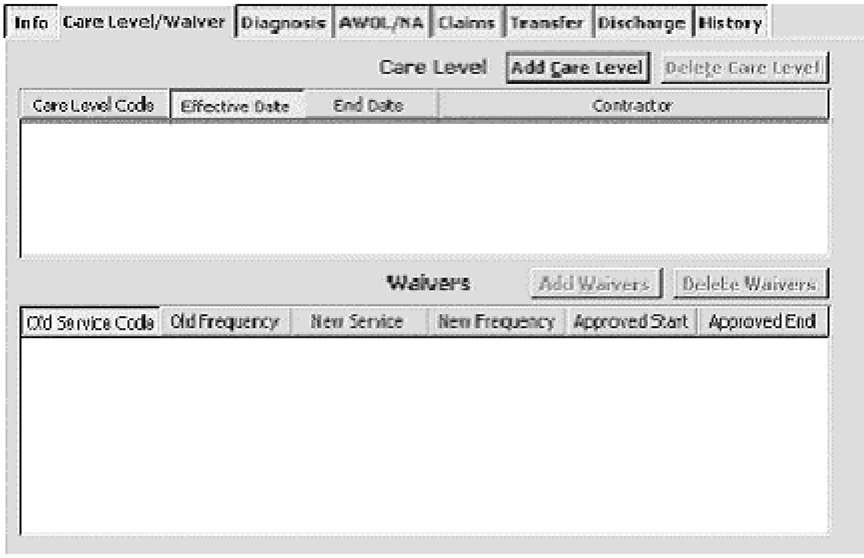
Search /View a Discharged Patient's Record

The system will allow the user to search and view discharged patient records (see Search/View Patient Records for further information). Users may only search and view discharge records for patients enrolled in their program.



Care Level

All patients are assigned a Care Level upon admission to CONREP based on the CONREP Providers' determination of the required level of treatment and supervision. A patient's care level can change at any time based on their level of functioning while in CONREP.



View Care Level

The system allows the user to view Care Level information by locating the patient record to be viewed and then clicking on the Care Level/Waiver tab for the selected patient. Users may only view Care Level information for patients enrolled in their program.

Step	Instruction	System Response
1	Select the **Patient Record**.	
2	Select the **Care Level** tab.	
3	Click on the **Column Header.**	The system will sort the records in ascending order by Column Title.

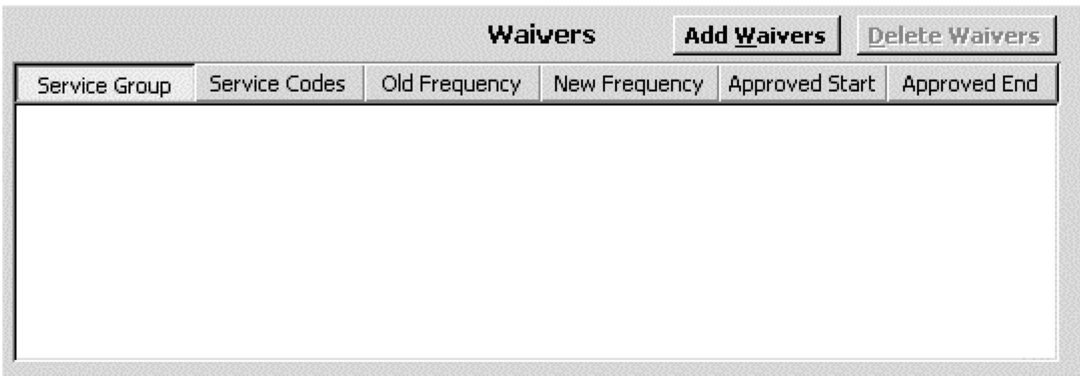
Waivers

A Waiver of Core Service is a process that allows for deviation from core service standards, including substitution of an alternative service, lowering of service frequency or deletion of a service requirement. CONREP Operations sets frequencies in the CONREP Data System for specified patients based on waivers submitted by CONREP Providers that are approved by CONREP Operations

Users will add NNA/Core Service claims, based on approved frequencies and timelines, as entered in the Care Level/Waiver tab by CONREP Operations.

Viewing Waivers

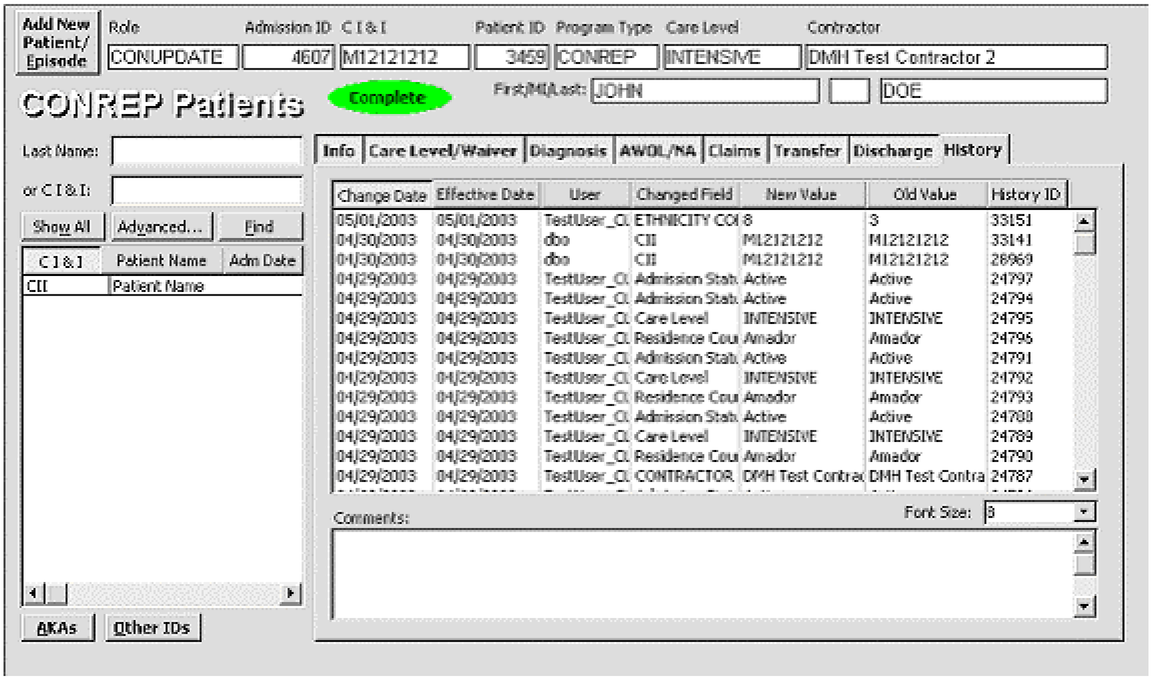
Users may view patient specific Waiver status by accessing the Care Level/Waiver tab. If a Waiver has been denied by CONREP Operations, users will see a "Denied Flag" in the Waiver record. Users may only view Waivers for patients enrolled in their program.



Step	Instruction	System Response
1	Select the **Patient Record**.	
2	Select the **Care Level/Waiver** tab.	
3	Click on **Care Level Record**.	The system will display all waivers related to that care level for the patient.
4	Click on the **Column Headers.**	The system will sort the waivers in ascending order by the Header title.

History

The History screen displays specified patient status and demographic information changes and their date of change, which is based on users' data entry updates. The History screen fields are read-only and may not be edited.



Viewing Patient History

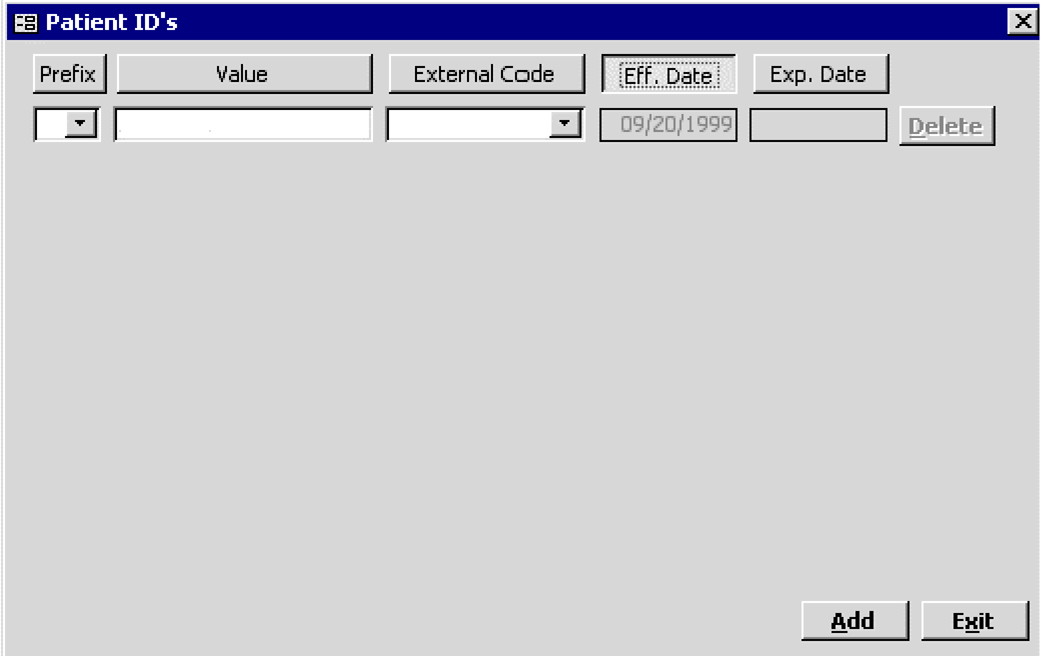
The system allows the user to view patient history information by first locating the patient record to be viewed and then clicking on the History tab for the selected patient. Users may only view History information for patients enrolled in their program.

Step	Instruction	System Response
1	Select the **Patient Record**.	
2	Select the **History** tab.	The system will display the history for the patients record.
3	Click on the **Column Headers**.	The system will sort the records in ascending order by Column title.

Other IDs/CI&I

Other ID's is an optional field where users can enter a patient's Social Security number if desired.

Changes to CI&I numbers must be entered in the Other ID field. A CI&I number may be changed by Department of Justice if that patient's CI&I number is purged or the CI&I prefix (i.e., prefixes "M" or "H") is automated.



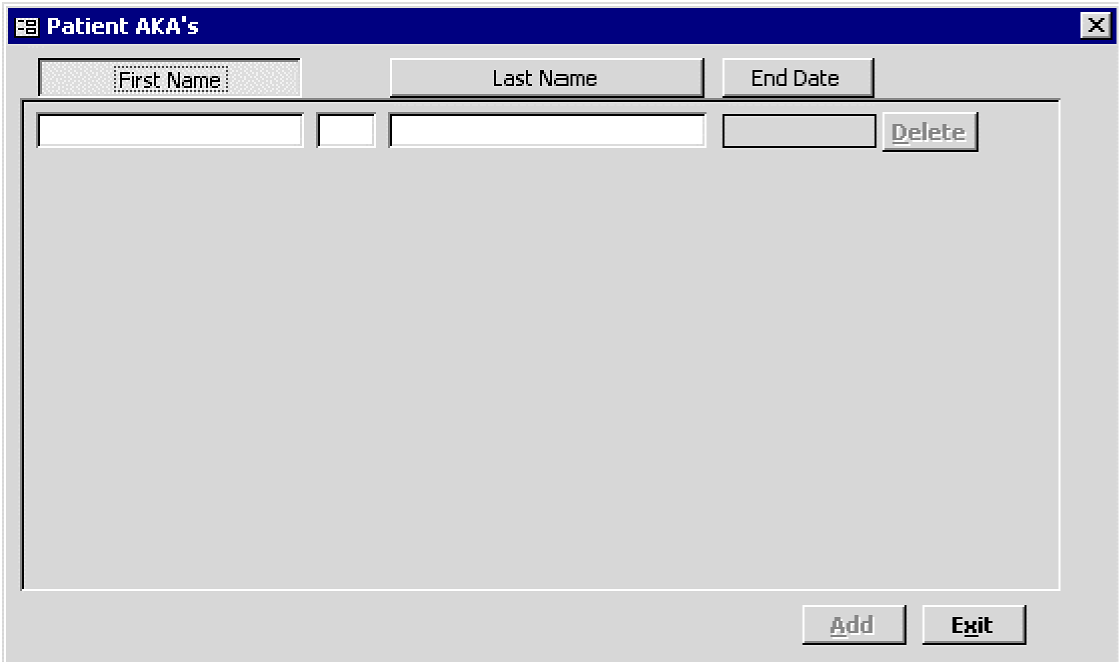
View IDs/CI&I

The system allows the user to view Other ID’s/CI&I information by locating the patient record to be viewed and then clicking on the Other ID’s button for the selected patient. Users may only view Other ID’s/CI&I information for patients enrolled in their program.

Step	Instruction	System Response
1	Select the **Patient Record**.	
2	Click on the **Other IDs** button.	The system will display the Patient ID screen.

AKA

The acronym AKA (i.e., “also known as”) refers to other names that an individual is known by. If a CONREP patient has AKA’s, those names will typically appear on that patient’s Rap Sheet.



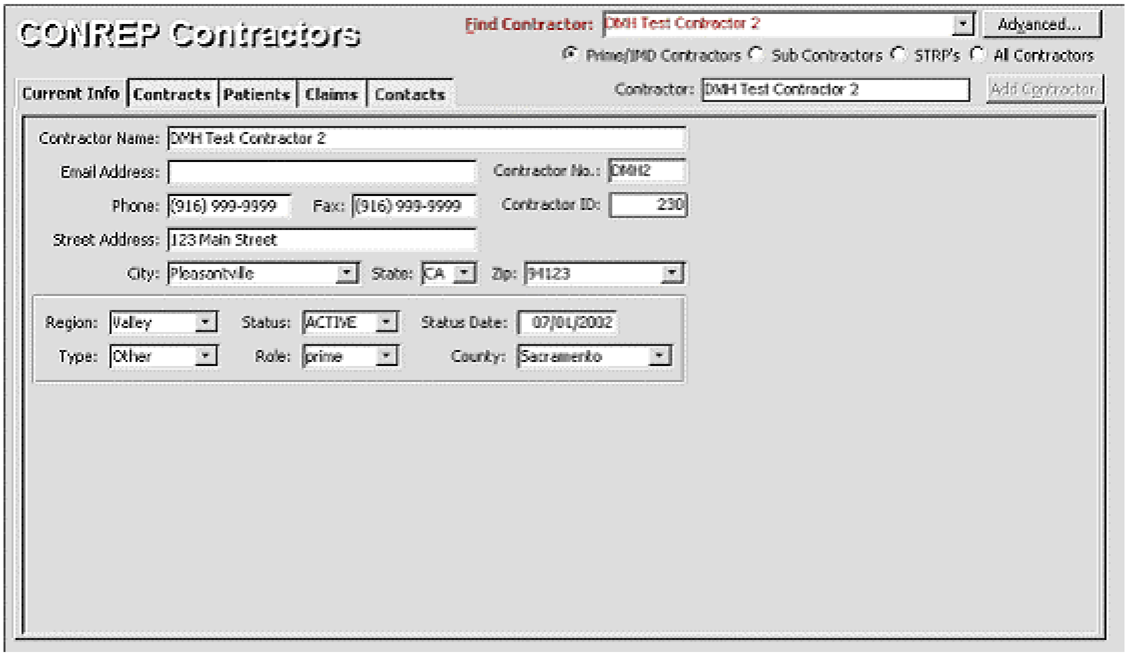
View AKA

The system allows the user to view AKA information by locating the patient record to be viewed and then clicking on the AKA button for the selected patient. Users may only view AKA information for patients enrolled in their program.

Step	Instruction	System Response
1	Select the **Patient Record**.	
2	Click on the **AKAs** button.	The System will display the patient's AKA's screen.

CURRENT CONTRACTOR INFORMATION

The Current Info tab in the Contractors Screen displays location and contact information for both active and inactive CONREP Providers and their associated subcontractors.



View/Search Current Contractor Information

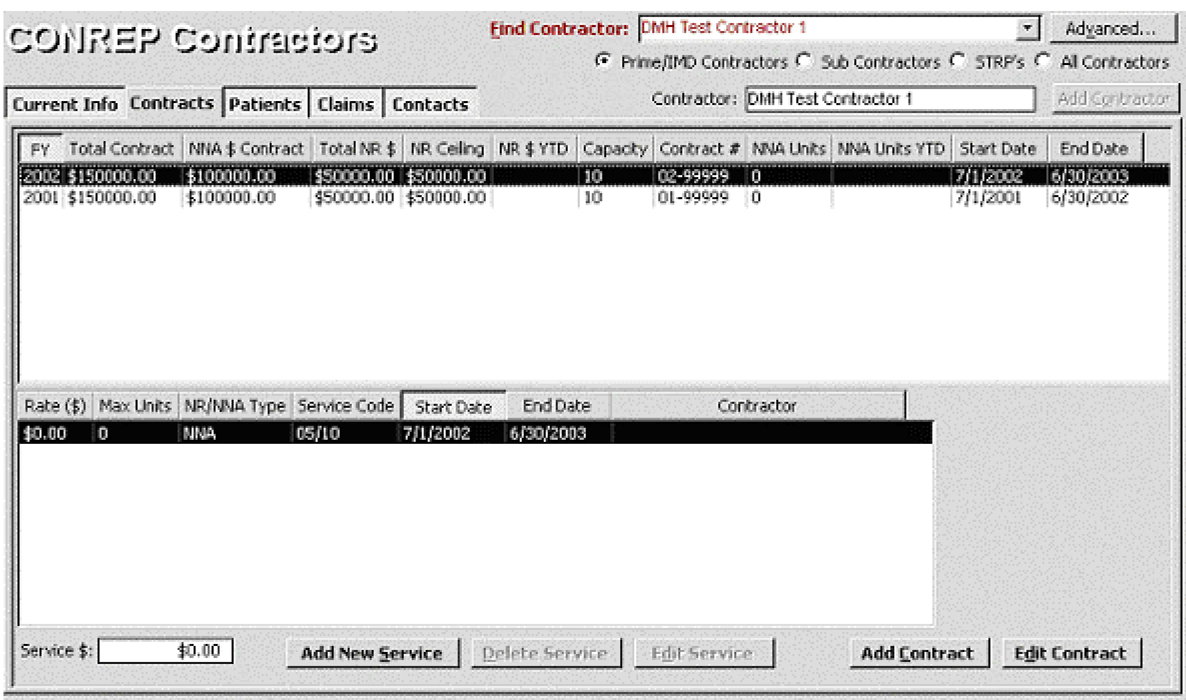
The system allows the user to view contract information by first clicking on the Contracts tab, and then clicking on the selected FY contract to view associated NNA and NR contract services. Users may only view contract information for their program.

Contracts

The Contracts tab in the Contractor screen contains information on all CONREP Provider contracts and their associated NNA and NR services.

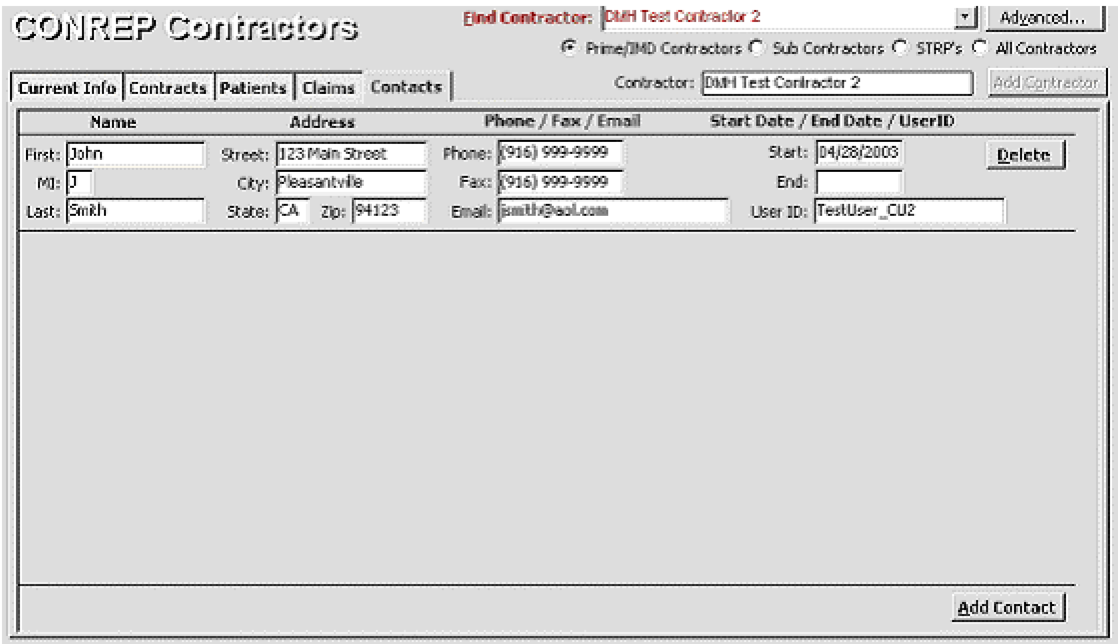
View Contracts

CONREP Providers may view FY contracts by selecting the Contracts tab from the Contractor Screen. Users may only view contract information for their program.



Contacts

The Contacts tab contains key administrative and/or clinical personnel contact information for all current CONREP Providers.

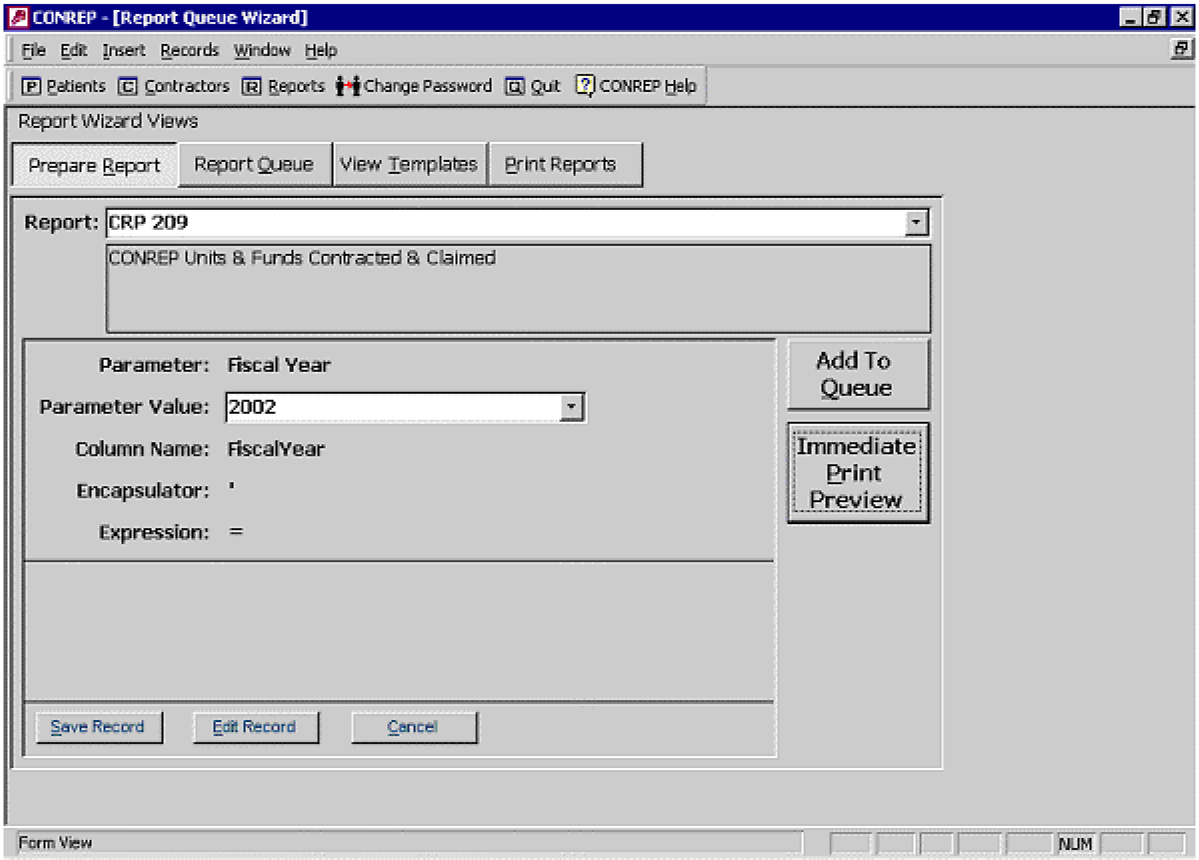


View Contacts

CONREP Provider contact information may be viewed by selecting the Contacts tab from the Contractor Screen. Users may only view contact information for their program.

Reports

A variety of CONREP Data (CRP) System reports are available for viewing and printing via the Reports Screen. The CRP Reports compile patient and claim data submitted by CONREP Providers and are a means by which CONREP Providers can monitor service utilization and contract compliance. CONREP Providers should print reports monthly on the 16th of the month or the first working day thereafter to monitor for both timeliness and quality of submitted data and to ensure compliance with contract specifications.



Preparing/Printing Reports

The system allows the user to prepare, view and print reports specific to their program by accessing the Reports Screen.

Step	Instruction	System Response
1	Click on the **Reports** Button	The system will display the Reports Screen
2	Click on the **Prepare Report** Button **Note**: The system will default to the Prepare Report Button when opening the Reports Screen	The system will display the Prepare Report screen
3	Click on the **Reports** drop-down	The system will display a report menu
4	Select the desired report	The system will display a parameter and parameter value (if `applicable)

<table>
<tr><td>5</td><td><table><tr><th>If you …</th><th>Then…</th></tr><tr><td>Want to change the Parameter Value</td><td>Go to step 6</td></tr><tr><td>Want to keep the default parameter</td><td>Go to step 8</td></tr></table></td><td></td></tr>
<tr><td>6</td><td>Click on the Edit button</td><td>The system will allow the Parameter Value to be changed</td></tr>
<tr><td>7</td><td>Click on Save Record button

Note: clicking on the cancel button will cancel the previously entered Parameter Value.</td><td>The system will save the new Parameter.</td></tr>
<tr><td>8</td><td>Click on the Immediate Print Preview button

Note: use the navigator to scroll and view report pages.</td><td>The system will display the selected report</td></tr>
<tr><td>9</td><td><table><tr><th>If you …</th><th>Then…</th></tr><tr><td>Click on the Print Icon</td><td>The system will print the selected report in its entirety</td></tr><tr><td>Click on the File menu option and click on the Print Icon</td><td>The system will allow the user to print selected pages of the report</td></tr><tr><td>Click on the Close Report button</td><td>The system will close the selected report and return to the Prepare Report screen</td></tr></table></td><td></td></tr>
</table>

Trouble-Shooting

• **Screen freezes up when performing transaction**	Click on the Esc Key to cancel the transaction and data entry again.